

County Internet Revamp Training Session One Questions

Question	Answer
Department web contacts will be making the changes Chris is presenting, right?	Yes.
Can we edit our department description?	Yes, you can indicate that during the site assessment.
How will the calendar be populated?	Web content owners will complete an online form to submit items for the calendar.
Can we create a new map using the GIS mapping for our Jury Parking lot?	Yes. You can submit a request through the online form.
Will there be a link for residents who have installed alarm systems to file a report?	Yes, the site is https://eservice2.pwcgov.org/apps/crywolf/ .
Can you highlight the use of this website for visually impaired residents?	The site is ADA compliant, and we will message this in communications about the new site.
Can we get some Drupal training on PWCU?	The team has submitted this question to HR to investigate.
Can we know the size of pixels for images for webpage headers and other images? It would be helpful.	The team will provide this information later.
Currently, we have to use the form tag to design forms, and it's very limited. Can we see how we will create online forms that submit to email in Drupal?	Yes, the team will present this in a later training session.
Any chance we could have a photo library and info graphic library access in the divisions/depts?	You can go to the Frontify site to use photos taken by the County photographer.
Are the font/style/colors all standardized within the fields?	Yes.
Will our email addresses be changing to align with PWCVA.gov domain? Do we know when the new domain will work with email too?	DoIT plans to tackle this in the future.
How long does it take changes to appear on the production side when we make them?	It takes 30 minutes. In the event of an emergency, County Communications can override this built-in functionality.
For our Careers pages / job applicants, will there be a redirect to the new domain address? There was also a shortcut to Careers at the top of the current landing page. Can we do that on the new domain landing page? I did see it in favorites, but that requires an extra click to get there.	Yes. You can submit a request for the short URL and what page you want it to redirect to using the online form.

Question	Answer
Is the event posting on our page automatically featured/fed to the main event page?	Yes, when you add an event to your department page, you can check a box to have that event appear on the main County calendar.
How often will the picture change on the home page?	It will change monthly.
Should I be concerned that my department is not a quick link? Will that be different when it goes live?	Departments that appear as quick links are editable. This is dynamic, so you can let the team know you would like your department made a quick link, and that edit can be made.
Will this landing page have the pop-up asking people to subscribe to email updates?	Yes.
Where can Customers find ePortal?	Many of the ePortal functions are in the "get" section, such as "get a permit" etc. We can also provide direct access to the ePortal in the featured section.
Will Agency homepages have their own social media platforms featured?	Yes.
Should Departments put a hold on ordering business cards?	Please wait until the summer to order business cards.
Will the Countywide Communications staff have a collateral kit, with new images and info graphs, to match the new brand look? Will we receive a Media Collateral Kit, with the new info graphs, e.g. to replace the current green boxes?	Yes, the team is working on developing a kit.
Will you set up short URLs for us?	Yes, departments will provide URLs for this as a part of the site assessment.
Will DoIT or Comms do quality control checks periodically to make sure we are all on the right track?	Yes.
What is the plan for backend data analysis? Google?	We will use Google Analytics.